

KPMG Consulting – Verizon Responses regarding New Jersey Exception Report #11

Exception #:	11
Component:	Verizon-NJ (VZN-NJ) has failed to meet the targeted 95% success rate for the accurate reporting of trouble closeout codes (disposition, cause, and final status) for UNE/UNE-Loop services.
Domain:	M&R
Date Uncovered by KPMG:	12/7/00
Date VERIZON Received:	12/8/00
Date VERIZON Responded:	12/27/00
KPMG Consulting Summary Statement	<p>VZN-NJ's RETAS guide for CLECs states that RETAS trouble ticket histories will provide closeout codes to CLECs which can be cross referenced to the trouble found and repaired by the technician; POTS codes would also provide a brief description of the cause of the problem.</p> <p>When VZN-NJ fails to provide the CLEC with the appropriate information about the disposition or cause of troubles, the CLEC is placed at a great disadvantage. The CLEC interacts directly with the end-user and is expected to provide VZN-NJ with as much diagnostic information as possible about the trouble, including instructions for dispatch. CLEC personnel need to become familiar with the symptoms and causes of different troubles. This error rate in closeout information does not afford CLEC personnel with the opportunity to train themselves to recognize the characteristics of a particular fault in order to more accurately (and economically) dispatch VZN-NJ technicians. In addition to the delay in repair, a CLEC incurs a charge for incorrect dispatch.</p> <p>Inaccurate codes also make it difficult for a CLEC to diagnose chronic/recurring or related troubles on a particular line. Accurate codes could be used to identify systemic errors or other problems that affect multiple lines and/or customers. Accurate codes enable a CLEC to more effectively fulfill its responsibilities in the trouble reporting process and are important for the economic and timely dispatch of troubles.</p>
KPMG Consulting Response:	<p><u>KPMG Consulting's 3/19/01 Reply to Verizon's 12/27/00 Response</u></p> <p>After collecting additional data and reviewing both Verizon-NJ's response to this exception and supplementary documentation, KPMG Consulting has decided to close this exception. A revision of KPMG Consulting's position on specific troubles can be found in blue in the chart below.</p> <p>KPMG Consulting performed additional data collection and recalculated the Verizon-NJ success rate for the accuracy of closeout codes and repair. Verizon-NJ is averaging a 95.24% rate of accuracy at this time. Based on this analysis, KPMG Consulting is closing this exception.</p>
VERIZON Response:	<p><u>12/27/00 Response to Exception</u></p> <p>Verizon's response to each code cited is in the table below. Verizon respectfully disagrees with the assertion that incorrect codes were used in six of the nine cited. The remaining three all occurred due to the use of a disposition code of 0530 rather than 0531. In each case, the 053x disposition code was correctly used to indicate a Central Office frame problem. Use of the 0530 code is sometimes used for retail and wholesale to indicate a general CO frame problem. Verizon recognizes that accurate use of the fourth digit would provide more information. A memo will be</p>

issued directing technicians to use each of the “sub-codes” under 053x whenever appropriate. Here, use of 0531, to specify that the CO frame problem was in the cross connect, would have been more informative. Based on the above findings and actions, we request that this exception be closed.

Trouble Closeout Code Accuracy: Disposition Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
856 857-2258	0492479	Short at MDF: No Dial Tone	0530	There was a hard physical fault on the line, not one that could be expected to come clear. Closed.	The 053x disposition code was correctly used to indicate a CO frame problem. Use of the 0530 code is sometimes used for retail and wholesale to indicate a general CO frame problem. Verizon recognizes that accurate use of the fourth digit would provide more information. <u>A memo will be issued</u> directing technicians to use each of the “sub-codes” under 053x whenever appropriate. Here, use of 0531, to specify that the CO frame problem was in the cross connect, would have been most informative.
201 386-6260	0175495	Open Ring at dispatch out location	0434	This code does not accurately reflect the nature of the fault. Closed	This is an accurate code – outside plant cross connecting terminal.
201 386-6296	0381304	Noise on the Line	0000	This is not a valid code. Closed. The extended history provided by RETAS did provide the accurate 0531 disposition code for this ticket number.	This is an accurate code. The ticket KPMG found this code on, was opened to record the call KPMG made to the RCMC for close out status of the ticket that was worked previously on that day. Tickets entered to record calls are properly excluded with 0000 and 000 disposition and cause codes. The actual ticket, which was worked, was also correctly closed out with 0531 and 131 disposition and cause codes.

Trouble Closeout Code Accuracy: Cause Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
732 729-8224	0354677	Line translation to another number	336	<p>The code provided suggested that there was a physical fault in the plant and/or equipment, when the fault was really a line translation (software) change.</p> <p><i>This code is still deemed inaccurate based on VZN-NJ's comments and a review of VZN's internal M&Ps for proper use of disposition and cause codes (BSPs) .</i></p>	<p>This is an accurate code for what the technician found. When the technician checked this circuit, the office equipment had already been swapped back to the way it was supposed to be. It is not clear if this occurred during the trouble insertion process or sometime after that, but that is why the technician dispatched to the trouble provided this cause code. Ticket 0354429 (next) was worked with this ticket.</p>
732 729-8229	0354429	Line translation to another number	336	<p>The code provided suggested that there was a physical fault in the plant and/or equipment, when the fault was really a line translation (software) change.</p> <p><i>This code is still deemed inaccurate based on VZN-NJ's comments and a review of VZN's internal M&Ps for proper use of disposition and cause codes (BSPs) .</i></p>	<p>This is an accurate code for what the technician found. When the technician checked this circuit, the office equipment had already been swapped back to the way it was supposed to be. It is not clear if this occurred during the trouble insertion process or sometime after that, but that is why the technician dispatched to the trouble provided this cause code. Ticket 0354677 (above) was worked with this ticket.</p>
201 386-6296	0381304	Noise on Line	0000	<p>This is not a valid code.</p> <p><i>Closed. The extended history provided by RETAS did provide the accurate 131 cause code for this ticket number.</i></p>	<p>This is an accurate code. The ticket KPMG found this code on, was opened to record the call KPMG made to the RCMC for close out status of the ticket that was worked previously on that day. Tickets entered to record calls are properly excluded with 0000 and 000 disposition and cause codes. The actual ticket, which was worked, was also correctly closed out with 0531 and 131 disposition and cause codes.</p>

Trouble Closeout Code Accuracy: Final Analysis Codes

Telephone Number/ Circuit ID	Trouble Ticket Number	Type of Trouble	VZN Provided Code	KPMG Comments	Verizon Comments
UB/TXNU/199426/NJ	ND016713	Open Ring at MDF	Customer Provided Equipment	The code does not reflect the nature of the fault. Closed	This is a correct code to use. After fixing the cross connect wiring, the technician found no dial tone leaving the CLEC cage. This code correctly identifies that. This is a test anomaly since unbundled loops for the test bed were not provisioned with dial tone.
UB/TXNU/779788/NJ	ND017772	Short Circuit: No Dial Tone	Unknown Code 0530	This is incorrectly given a disposition code. The code provided translates into "Other/Came Clear" which is an inaccurate description of the trouble. Review of VZN's comments and the related M&Ps has shown that the disposition code did provide an accurate description of the problem. Exception 19 addresses the problem of the use of a disposition code instead of a final status code in this situation.	The technician used a valid final analysis code of Central Office (CO). The technician provided additional data, a disposition code, so the ticket history displayed the disposition code rather than the final analysis code. This was not required, nor was it incorrect. The 053x disposition code was correctly used to indicate a CO frame problem. Use of the 0530 code is sometimes used for retail and wholesale to indicate a general CO frame problem. Verizon recognizes that accurate use of the fourth digit would provide more information. <u>A memo will be issued</u> directing technicians to use each of the "sub-codes" under 053x whenever appropriate. Here, use of 0531, to specify that the CO frame problem was in the cross connect, would have been most informative.
UB/TXNU/783151/NJ	ND017774	Open both sides: No Dial Tone	Unknown Code 0530	This is incorrectly given a disposition code. The code provided translates into "Other/Came Clear" which is an inaccurate description of the	See comments regarding previous ticket (ND017772).

				<p>trouble.</p> <p>Review of VZN's comments and the related M&Ps has shown that the disposition code did provide an accurate description of the problem. Exception 19 addresses the problem of the use of a disposition code instead of a final status code in this situation.</p>	
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